



September 28, 2009

UnitedHealth Group Opens Free Counseling Help Line For People in Flood-Affected Georgia Counties

We're concerned about the health and welfare of our members affected by the recent floods in Georgia and we have taken immediate action to offer:

- Assistance for members in locating an in-network care provider
- Free help line for individuals in need of counseling

Effective September 22, 2009 through October 6, 2009, these measures apply to members residing in the following Georgia counties:

• Carroll	• Crawford	• Newton
• Catoosa	• DeKalb	• Paulding
• Chattooga	• Douglas	• Rockdale
• Cherokee	• Forsyth	• Stephens
• Clayton	• Fulton	• Walker
• Cobb	• Gwinnett	

Special Assistance or Accommodations

- Members who have been displaced or whose network facility is not accessible and require assistance or special accommodations due to the flooding, should call the number on the back of their medical ID cards.
- If members have been displaced from their place of residence, Customer Care Professionals will help them locate an in-network provider. In an emergency, members should seek treatment at the nearest medical facility.

OptumHealth Providing a 24-Hour Help Line

- A free help line is available to members trying to cope with the emotional consequences of the floods. Staffed by experienced masters-level behavioral health specialists, the free help line offers callers assistance with a range of personal concerns including stress, anxiety and the grieving process. Callers may also receive referrals to community resources to assist them with specific concerns such as financial and legal issues.
- The toll-free helpline phone number is 1-866-342-6892 and is available 24 hours a day, seven days a week for as long as necessary. This service is free of charge. Resources and information are also available online in English at www.liveandworkwell.com and in Spanish at www.mentesana-cuerposano.com.

At UnitedHealthcare, we will provide those Railroad members affected by the floods in the affected Georgia counties with the best possible services and support, and will do everything we can to help them through this crisis.